

FHPAP Provider Meeting Minutes

September 11, 2013 Cotton

In attendance: Eve Utyro and David Lund (Legal Aid-Duluth), Eric Goetz and Erich Lutz (LifeHouse), Dan Moore and Elise Strader (Salvation Army), Leah Hall ((AEOA), Heather Lindula (Legal Aid-Range) Theresa Drift (Bois Forte), Brittany Robb (Duluth Shelter Project/Safe Haven)

Not attending: AICHO and Duluth Shelter Project/ Dabinoo'Igan.

Summary:

Welcome to Bois Forte and the Duluth Shelter Project (Safe Haven and Dabinoo'Igan) to FHPAP. The 2013-2015 MHFA grant has been awarded at \$627,750. All required materials have been accepted by MHFA. The St. Louis County contracts have been sent to sub-grantees to be signed and returned. Legal Aid contracts have been enhanced to include more detailed documentation of support services. Funding is available for support services and direct assistance as outlined in the contracts.

I. 2013-2015 FHPAP application de-brief included review of the timeline and the process. Discussion indicated the following suggestions:

- a. Request St. Louis County RFP's from provider agencies prior to SLC application submission.
- b. Include providers on the ranking committee.
- c. Verify the direction the state is headed with their RFP and incorporate into the local RFP.
- d. Get more guidance throughout the process from MICH rep to ensure SLC is on the right track in aligning the program with MHFA ideals.

Questions were asked about the application scoring. Stacy has requested from MHFA and will communicate the response to providers.

Stacy had also requested information regarding the top applicants from Greater MN and was sent three. These will be sent to providers and we will create a task force to review and identify areas for improvement for the next application.

II. Handouts were provided:

- a. FHPAP provider list. Includes agency name, address, phone and email contact information. This is for provider information, not general public.
- b. PHHS conference booklets and summary list of sessions that address diversity and cultural competency training.

c. FHPAP Eligibility Guidelines sheet to be included in the front of FHPAP binders. This was put together from prior FHPAP provider meetings and may be adjusted as needed. There was discussion regarding what it means that clients MUST contribute to toward their solution. Decided that this is the goal to encourage client participation and can be left up to service provider to interpret and define. FHPAP Coordinator and Accountant will meet with new providers (Safe Haven, Bois Forte, AICHO) to establish procedures for the program.

d. Triage tool-AEOA is utilizing this form as a work in progress. This is not an official SLC requirement at this time due to Coordinated Assessment work being done, however providers are encouraged to review and begin to think about triage assessment and coordination of funding within their agencies. Cannot continue the "first come, first served" and instead need to think about "Who are we serving? Who is most likely to be successful in staying housed? Who got turned away and why?" Limited funds mean not all clients will be served. Additional discussion about doing initial assessment over the phone due to the large territory and not requiring clients to come into agencies only to tell them they don't qualify for priority funding. AEOA and Salvation Army both do phone interviews.

III. Workplan steps for implementation-reviewed overall with sections broken out into tasks. Some things are already implemented. Reporting will continue as outlined. Other sections will be delineated and prioritized throughout the biennium. Providers want to continue with quarterly meetings to meet and discuss best practices. This provides an essential dialogue to discuss concerns and process improvement. Initial priorities are:

a. Communication plan. Leadership Council communication plan is acceptable as outlined. LC meetings are open to providers and public. Timely meeting minutes will be posted on website. Renewed request for SLC website comments to improve access to housing and homeless information. Incorporating CoC and ESG funding information as needed. Stacy will outline FHPAP communication plan and present at Leadership mtg.

b. Diversity training/Cultural Competency-Providers will send FHPAP coordinator information about any upcoming trainings, workshops attended, and agency work regarding cultural competency training. Providers appreciated SLC list of sessions that address diversity. Bois Forte has invited all providers to come up to Reservation for presentation. **Decided Bois Forte will host next quarterly provider meeting there on December 12, 2013. Leadership Council members will be invited.**

c. Coordinated Assessment-AEOA has begun to outline how they address CA. Providers will continue to be involved with HUD Technical Assistance as it occurs. Multi door policy approach is preferred. Referrals are already occurring.

d. Targeting-FHPAP coordinator's meeting contained a session on targeting. There is no established approach, but SLC will continue to learn about best practices and evaluate as we go through the biennium. FHPAP will continue to divide funds quarterly. Not enough funding to serve all...targeting is an ongoing workplan project.

IV. Reporting requirements: Continue HMIS reports for Demographics, Income data, Exit data and Self-Sufficiency Matrix due each month by the 10th of the next month to FHPAP Coordinator. **These reports will be accumulative with a consistent start date of July 1, 2013.** Expenditure report due to SLC Accountant each month by the 10th of the following month.

Turnaway reports will continue to be completed and submitted on a monthly basis. Currently there is no set protocol for turnaway data collected. Agencies may have differing methods therefore we cannot currently utilize data as concrete to determine true need. We will explore other communities standards and coordinate with CoC and ESG standards and methods to work towards reliable uniform data for community use. (on-going)

HMIS reports contain a lot of useful information as an aggregate and by provider. Coordinator will review data to determine demographics of FHPAP usage. Providers are asked to really start looking at their data to understand what is being tracked. Goal is to identify Housed at exit, return to program and shelter, first time homeless information and in light of rapid re-housing goals, reduce length of homelessness. (on-going)

VI. Invitation for all service providers to attend Community Action Duluth Financial Empowerment training-Wednesday, September 18, 2013.

Next FHPAP provider meeting is set for December 12, 2013 at Bois Forte at 12:00 noon.